

# Dragon Medical One

## Application Support Training Agenda

### Training Objective

This training session is designed to prepare designated staff to understand Dragon Medical One to provide basic support and guidance to Dragon Medical One users.

### Audience

The targeted audience is designated staff who plan to support healthcare providers in their use of Dragon Medical One voice dictation software. They will not be actively training healthcare providers but rather fielding questions, providing at-the-elbow/rounding support, or providing troubleshooting assistance.

### Recommended Class Size

Up to 3 attendees per session.

### Training Prerequisites

- Knowledge of basic computer and EHR functions
- Active DMO license
- Assigned proctor for each training session (more details on proctor responsibilities below)

### Client Preparation

Each attendee needs:

- A computer with Dragon Medical One and EHR installed
- Microphone source (e.g., PowerMic, PowerMic Mobile, USB-tethered microphone, etc.)
- Connectivity capability to join meeting / screenshare capability during meeting

Application Support Schedule			
Scheduling	Training Topic	Class Length	Sample Schedule
<b>Day 1</b> – All Trainees Attend	<b>Dragon Medical One Basic Training</b> <b>Training Material Review</b> <b>Review of Dragon and EHR Integration</b> <b>Dragon Troubleshooting and DMO Review</b>	4 hours	Monday 8a-12p

**Note:** Day 1 can be broken out into two 2-hour sessions, if needed

Agenda Items
<p><b>Dragon Medical One Basic Training</b></p> <ul style="list-style-type: none"> <li>• Open User Profile / log in</li> <li>• DragonBar Basics</li> <li>• Microphone sources / etiquette</li> <li>• Edit Text and Correct Errors</li> <li>• Manage Vocabulary</li> <li>• Common Dragon Commands</li> <li>• Dictation Box</li> <li>• Integrated Learning</li> </ul>
<p><b>Training Material Review</b></p> <ul style="list-style-type: none"> <li>• Review electronic materials</li> </ul>
<p><b>Review of Dragon and EHR Integration</b></p> <ul style="list-style-type: none"> <li>• Keyboard Shortcuts and Mic Buttons</li> <li>• EHR workflow management with Dragon</li> <li>• Custom Commands (Auto-Text &amp; Step-by-Step)</li> </ul>
<p><b>Dragon Troubleshooting and DMO Review</b></p> <ul style="list-style-type: none"> <li>• Review advanced Dragon functionality</li> <li>• Workflow analysis</li> <li>• Anchor Speech Focus</li> <li>• Basic Troubleshooting</li> </ul> <p><b>Add-Ons</b></p> <ul style="list-style-type: none"> <li>• PowerMic Mobile, if applicable</li> <li>• DMVA, if applicable</li> <li>• Dragon Medical Advisor, if applicable</li> </ul>

## Proctor Responsibilities

- Training proctor who has administrator computer access rights with ability to:
  - Download Microsoft Teams or Zoom
  - Install DMO web-based extensions for local installations, if applicable
  - Install Citrix/VMware/RDS audio and PowerMic extensions on workstation, if applicable
  - Install and configure end-user cell phone with PowerMic Mobile app, if applicable
  - Verify DMO and/or PMM licensing in the Nuance Management Center (NMC)
    - Ability to add appropriate licensing, if needed
    - Ability to look up user usernames for log in purposes
- Training proctor to attend each training event to:
  - Ensure all attendees can access and log into the required applications
  - Assist with technical issues that may arise
  - Help guide attendees to the appropriate training environments being used
  - Assist attendees who may struggle with technology
- Training proctor to validate the below items prior to the training events:
  - Ensure connectivity to access Microsoft Teams or Zoom
  - Ensure capability to screenshare via Microsoft Teams or Zoom
  - Test USB-tethered microphones and adjust USB port assignment, if necessary

- Set up training room with projector and amplified speaker phone
- Ensure PowerMic Mobile users have secondary phone line for Teams or Zoom audio
- If Training proctor and attendees are in different locations, training proctor will be responsible for confirming the above prior to the training session
- Completion of the below validation form prior to any scheduled training events

Training Room Physical Setup	Comments
Validate projector available and in room	
Validate there is a PC connected to projector that can access Microsoft Teams or Zoom	
Validate # of computers in the training room	
Validate USB-tethered microphones are available and working	
Validate there is a conference phone available or sound system in room loud enough for all trainees to hear Nuance AC	
Computer and Software Validation	
Confirm EHR(s) in use at facility	
Validate that Dragon is installed on all training computers (if there are different access methods, ensure there is at least one PC set up with each configuration). Example: (1) Dragon installed locally to work with EMR #1; (2) Dragon installed on Citrix to work with EMR #2; (3) package that is installed with a specific config for a certain group of users.	
Using the dictation microphone that is connected to the PC, dictate into a Citrix-based application (i.e., Cerner or Epic), if applicable	
Using the dictation microphone that is connected to the PC, dictate using the icon for the local installation of DMO, if applicable	
Validate internet connection working properly from the PCs in the training room. Go to the Google webpage to verify that you can search for information and play/listen to a video	
Validate DMO log in and ability to dictate into all applications that will be used with Dragon.	
Repeat the above steps for each computer.	
Additional Computer and Software Validation (if applicable)	
Using your smart phone with the PowerMic Mobile application, dictate into a Citrix-based application (i.e., Cerner or Epic), if applicable	
Using your smart phone with the PowerMic Mobile application, dictate using the icon for the local installation of DMO, if applicable	
If applicable, verify that Dragon Medical Advisor is working. Dictate "The patient has malnutrition" and you should see the DMA advice displayed.	

DO NOT DISTRIBUTE. Contains Confidential Information shared under NDA. Recipients are responsible for compliance with customer contractual Terms and Conditions, Nuance's Data Classification and Confidentiality Policy, and/or other applicable restrictions which govern the sharing of Confidential Information.